



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AFFAIRS

"To Enrich Lives Through Effective and Caring Service"

Members of the Board

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Dear Consumers:

The Department of Consumer Affairs (DCA) has enjoyed working with you over the years, and we look forward to continuing to help consumers resolve issues in the future. We wanted you to be the first to know about some exciting news at our Department.

On January 13, 2015, the Los Angeles County Board of Supervisors moved to add the County's Office of Small Business (OSB) to DCA and to change the name of our department from the Department of Consumer Affairs (DCA) to the Department of Consumer and Business Affairs (DCBA). Now, the Department will not only serve consumers in Los Angeles County but small businesses as well. We will certify local small businesses and help those who wish to start a small business in Los Angeles County.

Since its inception in 1976, DCA has served over 10 million consumers and businesses. DCA's mission is to promote a fair and vibrant marketplace for consumers, businesses and communities through education, advocacy, and complaint resolution. The new addition of OSB aligns well with our core mission.

Our counselors, mediators, investigators and small claims advisors are and will continue to be available to serve your needs. We remain committed to providing the same high level of service you have grown accustomed to. To contact our department, please call (213) 974-1452, Monday through Friday from 8:00 am to 4:30 pm or visit us on our website at dca.lacounty.gov.

We look forward to serving you.

Sincerely,

Brian J. Stiger
Director